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From: sandra_castro-nguyen@non.agilent.com
Sent: Friday, April 06, 2012 3:52 PM
To: jruiz@govsci.com
Cc: Hanchett, James (DPH)
Subject: FW: Pump Return Question

Hi Jeannie,

I have received the information below from James Hanchett. It appears he needs a zrec. Could you please advise what the Agilent order number was for the order information referenced below?

If you have any questions, please do not hesitate to contact me.

Kindest regards,
Sandra

Sandra Castro-Nguyen
Customer Service Representative
Agilent Technologies
800-227-9770
302-993-5546

A Non-Agilent Employee



<http://www.chem.agilent.com/en-US/Products/columns-supplies/pages/gp54799.aspx>

www.agilent.com/chem/CrossLab

From: Hanchett, James (DPH) [mailto:james.hanchett@state.ma.us]
Sent: Friday, April 06, 2012 8:22 AM
To: CASTRO-NGUYEN,SANDRA (Non-A-SantaClara,ex1)
Subject: RE: Pump Return Question

Packing slip Info:

Shipment # 774679
Customer ID 731002130
Order # S4863545
GovSci Sales Person Jeanie Ruiz

I guess what I need is a shipping label so I can ship the old pump back to you. Then I will work it out with GovSci about credit. Sorry for the confusion this 2nd party purchasing is insane.

Jim

From: sandra_castro-nguyen@non.agilent.com [mailto:sandra_castro-nguyen@non.agilent.com]
Sent: Friday, April 06, 2012 11:15 AM
To: Hanchett, James (DPH)
Subject: RE: Pump Return Question

Jim,

Do you have the original order number from Agilent to Government Scientific? I would need that number in order to do the zrec,i.e. return request. Since Government Scientific made the purchase, the zrec would go through them. You might want to check with them regarding their procedure for returning for credit.

Please do not hesitate to contact me if I can be of any further assistance.

Kindest regards,
Sandra

From: Hanchett, James (DPH) [mailto:james.hanchett@state.ma.us]
Sent: Friday, April 06, 2012 6:25 AM
To: CASTRO-NGUYEN,SANDRA (Non-A-SantaClara,ex1)
Subject: Pump Return Question

Hi Sandra,

I spoke with you about a vacuum pump (G3170-80025) purchase on 3/15 and received quote # 1187610, because of State purchasing rules I could not order pump directly from Agilent. I used an outside party and purchased through Government Scientific PO # 1220551. How can I return old Agilent pump to you for the \$701.00 credit to?

Jim Hanchett
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